



MACHAKOS UNIVERSITY

University Examinations for 2017/2018 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BANKING, ACCOUNTING & FINANCE

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN PROCUREMENT

DIPLOMA IN ACCOUNTANCY

DIPLOMA IN BUSINESS MANAGEMENT

DACC 107/BMS 024/DPS 030: PRINCIPLES AND PRACTICE OF MANAGEMENT

DATE: 15/12/2017

TIME: 11.00-1.00 PM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

1. a) Outline three types of skills that managers should possess in order to perform their tasks. (6 marks)
- b) Highlight the specific roles that fall under the following classification of roles of manager according to Henry Mintzberg.
 - i) Interpersonal roles. (3 marks)
 - ii) Informational roles. (3 marks)
 - iii) Decisional roles. (4 marks)
- c) Describe four features associated with systems approach to management. (4 marks)
- d) Define the following terms in the context of management.
 - i) Responsibility. (2 marks)
 - ii) Accountability. (2 marks)
- e) Explain three reasons that management is a science. (6 marks)

2. a) Explain five sources of power. (10 marks)
b) Distinguish between management and leadership. (10 marks)
3. a) Explain five benefits of human resource planning. (10 marks)
b) Outline five features of a bureaucracy as described by Max Weber. (10 marks)
4. a) Describe five features of an effective control system. (10 marks)
b) Explain five reasons that could lead to the failure of planning in a business entity. (10 marks)
5. a) Outline four differences between Maslow's hierarchy of needs and Herzberg's motivators and hygiene factors. (8 marks)
b) Outline six factors that might necessitate an organization to move towards centralization. (12 marks)